

THE TULALIP TRIBES

Job Description

JOB TITLE: On-Call Receptionist

JOB NUMBER: TTT-048-2007

NOTE: Sections in box are minimum requirements that all applicants must have to be considered for this position. These requirements must be stated on your application form in order to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School Diploma or GED equivalent * (**Attach copies of all Education and/or Training with application**)
- *If applicant does not meet this education requirement, the Employment Department strongly encourages active participation in a GED / HS and or Training Classes offered.**

SKILLS:

- ☐ Able to understand the need for confidentiality and demonstrate same.
- ☐ Ability to type 20 wpm (*preferred*) **test required**
- ☐ Must be able to greet the public in a friendly and courteous manner.
- ☐ Ability to maintain a efficient filing system

EXPERIENCE:

- ☐ Experience using multi-line phones
- ☐ Experience working in an office environment
- ☐ Experience using two or more of the following programs: Word, Excel, Access, and Outlook
- ☐ Knowledge of filing systems
- ☐ Six (6) months Customer Service (*preferred*)

OTHER REQUIREMENTS:

- ☐ Must be able carry out assigned duties with little or no supervision.
- ☐ Must keep work area neat.
- ☐ Must have tolerance and patience to deal with angry and upset people.
- ☐ Must wear appropriate dress attire
- ☐ Must arrive to work station on time and appear neat and clean
- ☐ Must be able to commit to strive for an successful employment history with Tulalip Tribes or other employers

Physical Characteristics and/or Prerequisites:

- ☐ Manual and finger dexterity for the operation of a personal computer and routine paperwork.
- ☐ Ability to sit for extended periods of time, up to eight hours per day.
- ☐ Ability to bend and stoop for filing duties.
- ☐ Tolerance to be exposed to a computer screen for prolonged periods of time.
- ☐ Must have the ability to lift heavy materials up to 25 lbs.

Tribal Department: Tulalip Tribes

Employee Classification: Non-Exempt

Job Summary: To assist in the daily operation of the department placed in, i.e. answering phones, questions, and assisting staff with clerical duties

Employee Reports To: Department Manager / Supervisor

Extent of Job Authority: Responsible for following directions given by authorized employee

Specific Duties Performed:

1. Answers the telephone and takes messages for Department.
2. Assists customers by answering questions or directs to appropriate staff.
3. Keeps and organizes filing system
4. Types, photocopies, faxes, and other clerical duties as deemed necessary.
5. Maintains a positive and professional relation with customers and employees.
6. Maintain cleanliness of office area and general office organization
7. Performs other related duties as requested.

Term of Employment: On-Going, On-Call / Temporary

This is an on-call position, which will be filled when needed.

An on-call employee is temporarily employed on an hourly basis; whose name is kept on a list of on-call employees; who may be called in as needed to fill vacancies due to call ins, employees on leave, temporary work, or other reasons; who is not guaranteed a minimum number of work hours in any given work week; who upon accepting employment must comply with all provisions of this Ordinance; who is entitled to employee benefits only if the job description for the particular on-call position into which the employees is hired specifically provides for employee benefits for on-call employees; who is qualified for the on-call position in which the employee is employed; and who shall not have a right to the grievance process under this Ordinance. An on-call employee may be dismissed for justified cause or released when on-call work is no longer needed.

Pay Range: \$13.35

Opening Date: March 12, 2007

Closing Date: On-Going On-Call File